



# Training & Certification



# EA Training & Certification Process

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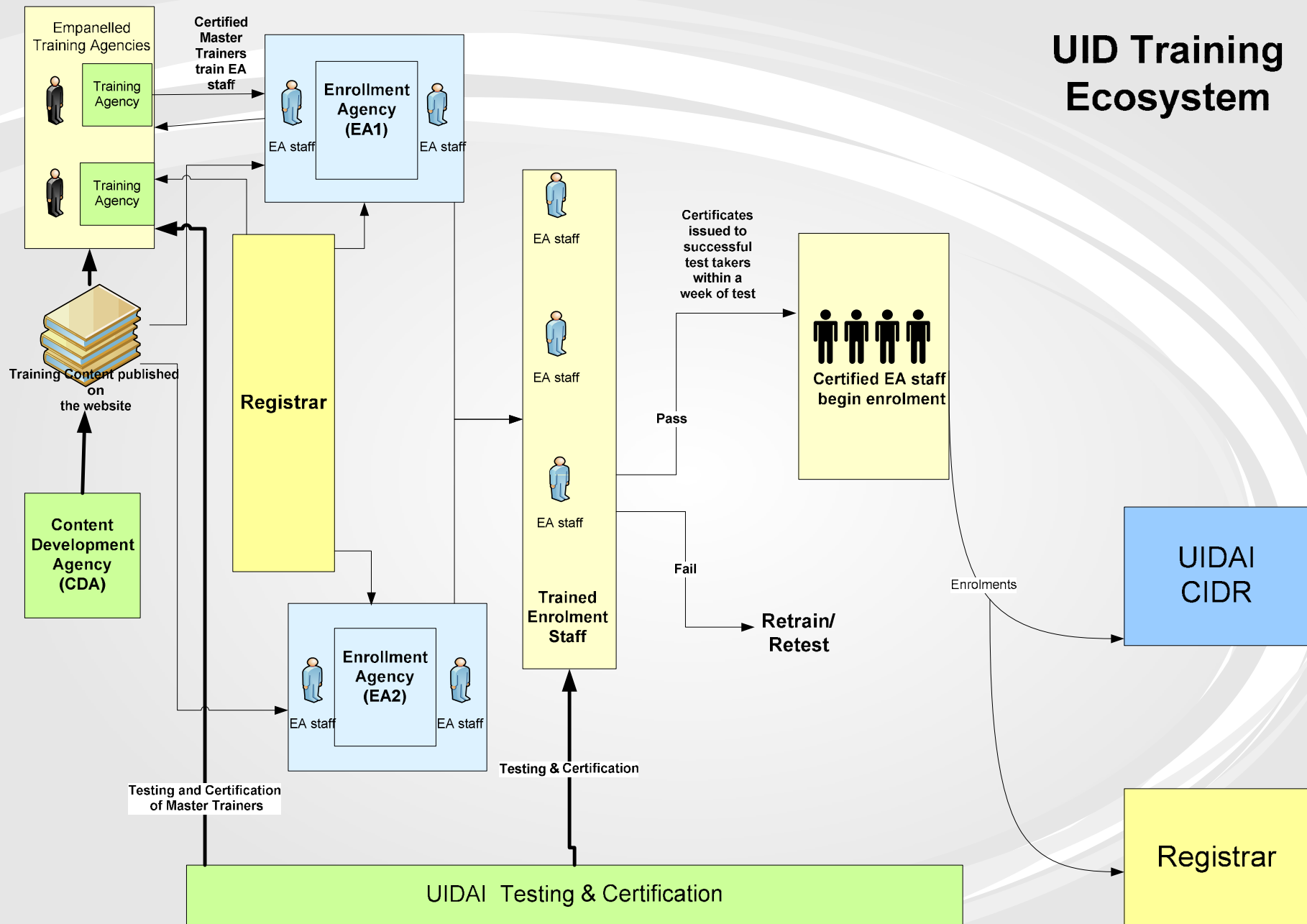
Registrar / Enrolment Agency engages the empanelled training agencies/any other training agency to train staff at the enrolment agencies OR Enrolment Agency staff gets self-trained with the content published on website (8 day program). Training program is not mandated

2.

Trained staff at Enrolment Agencies undergo a test conducted by UIDAI appointed agency - this is a proctored exam delivered via Internet. Certified staff can start enrolment operations, others may reappear for exam



# UID Training Ecosystem



# Training Modules & Duration (duration in days)

Module Name & course Duration	Master Trainer	Enrollment Operator	Supervisor	Technical Support	Registrar Representative
UIDAI Overview	0.5	0.5	0.5	0.5	1
Introduction to UIDAI enrolment process	0.5	1.0	1	0.5	
Basics on Hardware devices (Biometric, camera, PC etc)	0.5	0.5	0.5	0.5	
Working with the bio metric devices	0.5	0.5	0.5	0.5	
UID Client Application Software	1	2.0	1.5	1.5	0.5
Trouble Shooting on UID Client Application Software and Biometric devices	0.5	0.5	0.5	0.5	
Setting up an Enrollment center	0.5	---	0.5	1	0.5
Enrollment Centre Management	0.5	---	0.5	0.5	
Exception Handling	0.25	0.5	0.5	0.25	
Soft Skills - Interaction with Residents / Senior Residents, Grievance handling,, Crowd handling etc	0.25	0.5	1	0.25	.5
Training Delivery Techniques	1	---	---	---	
<b>Total</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>2.5</b>



# Training Capability

- Around 85 trainers from Empanelled training institutions trained in 5 Master Training(MT) programmes till date
- Trainers trained in the MT programmes can train the EA staff in 12 Indian languages
- Around 40 Registrar officials and EA representatives also trained in the MT programmes
- The trainers can also train the PRI representatives



# New Content Developed

- PRI training content and handbook
- District Official training content
- Handbooks on Aadhaar enrolment client and Enrolment Process modules
- End to end presentation on Aadhaar enrolment client
- AV on enrolling the resident

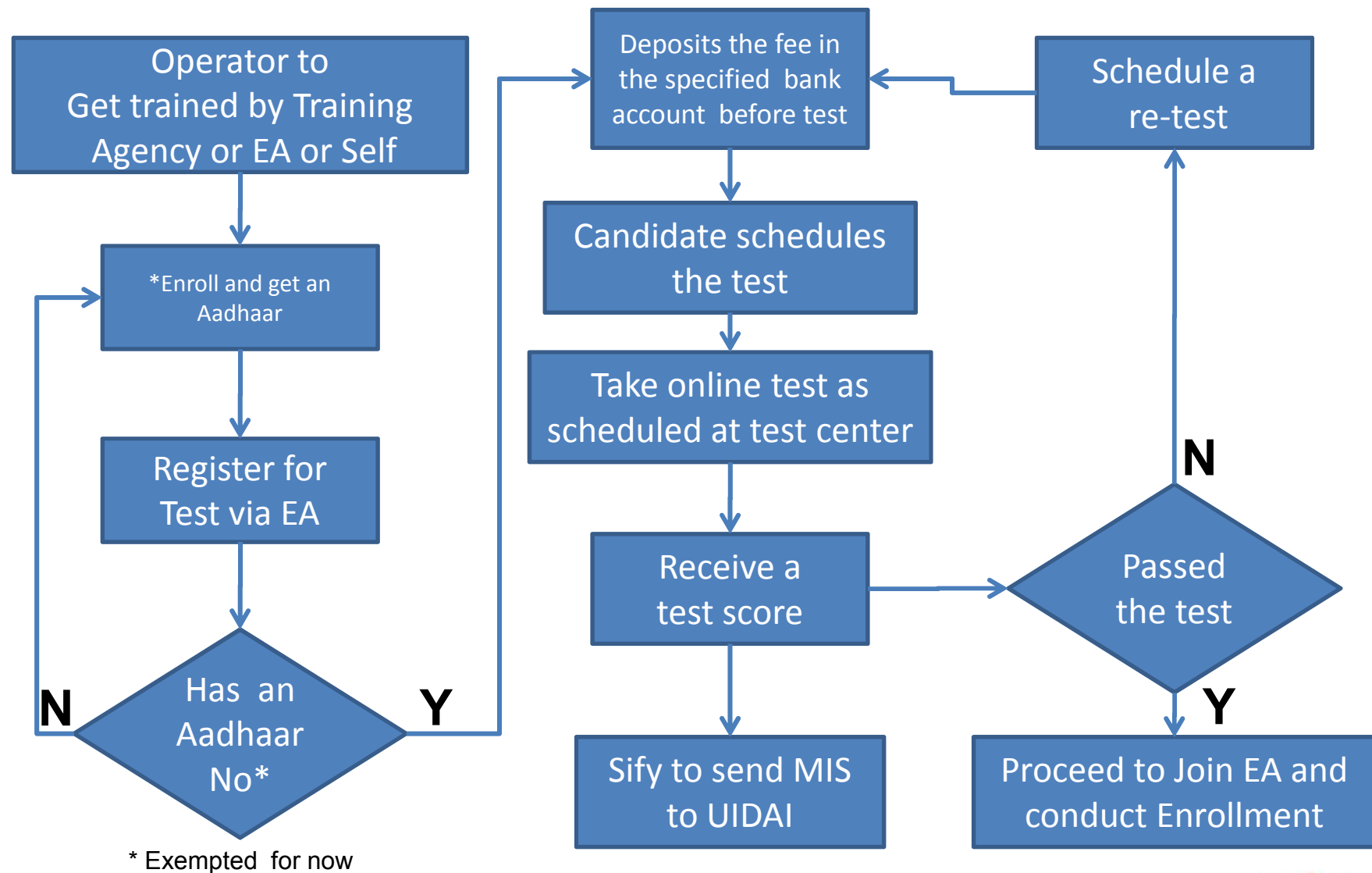


# Future Training & Certification Activities

- Roll out of the PRI programme
- Roll out of the District Official programme
- Roll out of Retreat cum Workshop for the registrar representatives
- Roll out of testing & certification in regional languages



# Testing & Certification - Process Flow





# Useful Information about Testing & Certification

- The agency identified for testing and Certification is Sify
- Sify's portal for registration and scheduling of the test- <http://uidai.sifyitest.com/>-is live since 24<sup>th</sup> September.
- The testing has begun from 8<sup>th</sup> October.
- The link to the testing portal also available from UIDAI website
- The info about the test centers has been provided on the website.
- The detailed exam structure and sample questions have been published on the UIDAI website
- Helpline No has also been given on the testing portal
- The fee for testing is Rs 365 per test



# Useful Information about Testing & Certification

## Contd.....

- The score card would be given to the candidate immediately after the test
- A candidate can appear for a maximum of 3 re-tests in 6 months
- Minimum gap between any two tests should be 15 days
- The candidate will take re-test only for those modules that he/she could not clear in previous attempt(s)
- In case the candidate wants to reschedule the test he/she will have to contact sify's helpdesk at least 24 hours before the test



# Key learning

- Training is critical to smooth enrolment process and quality enrolment data generation
- Training can save rework and bring down rejection of enrolment data by the CIDR
- It is advisable that the EAs do a half a day induction training for the staff before the commencement of enrolment
- The EAs should organize a refresher training of the enrolment staff after every version of Aadhaar client is released or process change, with the help of updated training content



# Testing & Certification Numbers

(till 7.12.2010)

- Number of states and UTs test centers have gone live : 29
- Total no of registrations : 1816
- No of tests scheduled : 1627
- No of tests taken : 1267

